INTEGRATED STATEWIDE INFORMATION SYSTEM
TECHNICAL SUPPORT AGREEMENT

It is the mission of the Office of Information Services (OIS) to provide functional support for all ISIS software applications. However, it is the responsibility of each department to provide support for its own technical environment.

ISIS software that resides on a department's PC and/or local network, such as SAP Human Resources System (HR) or the Travel Management System (TMS), is affected by the department's in-house computer environment. Since each department is unique and has its own technical environment, it is beyond the scope of OIS to have the in-depth knowledge of every department's infrastructure to provide troubleshooting for all environments.

Each department agrees to designate a technical support administrator who will become familiar with ISIS desktop application software, especially the interrelationships between desktop application software, the network environment, the printer, and the PC. The department may contract directly with the vendor or third-party consulting services to provide technical support for running ISIS desktop application software on the department's network. All costs for such support by third-parties will be the responsibility of the department.

The ISIS Technical Support Administrator, or independent contractor, will be the department's first line of contact for ISIS desktop application software problems that appear to be technical. If the department's technical support administrator is unable to resolve the problem, they should contact the Office of Information Services (OIS) to request assistance identifying the source of the problem.

If it is determined that the problem is a flaw in the ISIS desktop application software, OIS will arrange with the desktop software vendor to correct the problem. If it is a network problem, the department's technical support administrator will work with OIS support staff to determine whether the problem is with the department's or the Division of Administration's (DOA) network. If the problem is with the department's network or software, the department's technical support administrator will be responsible for ensuring that the problem is resolved. OIS will be responsible for resolving any problem with the DOA network.

The department/facility agrees to designate a technical support administrator to become familiar and assist in supporting ISIS desktop application software as stated above.

Department/Facility Name

Agency Number(s)

Name of ISIS Technical Support Adm./
Independent Contractor (Please Print)

Undersecretary/Facility Administrator
Signature   **Date**

ISIS Technical Support Administrator/Independent Contractor
Contact Information

Mailing Address (Please Print)

E-mail Address

Telephone No.   **FAX No.**

As Technical Support Administrator, I agree to provide the level of support as shown above.

ISIS Technical Support Administrator
Signature   **Date**